

Arizona Department of Public Safety (DPS) Update By Goal

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

Objective 2.1: Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them.

| STRATEGIES | | Lead Agency | Key Partner | Start/End Dates | Progress/Accomplishments |
|------------|---|-------------|---|-----------------|--|
| e. | Have agency representatives make personal contact with senior groups to discuss safety issues, provide information, and supply personal advice. | DPS | DPS Community Outreach & Education (CORE) Unit | On Hold | Agency represented at Coalition of DPS Retirees meetings to maintain personal contact with retirees and provide updates on issues. |
| f. | Use a combination of agency employees and volunteers/retirees to provide community education services on topics such as predatory lending, life care planning, id theft, etc. | DPS | DPS CORE Unit, Highway Patrol, Coalition of DPS | Ongoing | For the fourth quarter of 2012, AZ DPS received and responded to 6 Community Outreach and Education (CORE) requests with 526 people attending. |

Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population.

| STRATEGIES | | Lead Agency | Key Partner | Start/End Dates | Progress/Accomplishments |
|------------|---|-------------|--|-----------------|---|
| a. | Use internal methods to inform and create awareness of aging issues among employees. | DPS | DPS CORE Unit which encompasses all internal media. | Ongoing | Human Resources Bureau contacted units throughout agency to solicit opportunities for seniors and volunteers. AZ DPS continued use of Intranet for internal communications with department personnel informing them of retirement meetings and retiree issues. AZ DPS features Mature Worker program in the department newsletter and on Internet web site. |
| b. | Conduct "advanced basic" as well as "in-service" training for both civilians and veteran officers to prepare employees for changing demographics. | DPS | DPS Training Unit which oversees advanced basic and in-service training. | On Hold | No required training for civilians took place in the third quarter. Refer to Strategy C for information regarding officers. |
| c. | Provide officers with more exposure to seniors and teach them better methods of conversing with the elderly, techniques for calming fears, improved listening skills, increased sensitivity to physical impairments, and methods for taking enforcement action to "educate" senior violators without being condescending. | DPS | DPS Training Unit which oversees advanced basic and in-service training. | Reactivated | Agency Senior Driver Program retained as part of Highway Patrol Officer advanced basic training program for the next academy class. This program has been reactivated with the authorization to hire new sworn employees. |
| d. | Train officers on "voluntary compliance" to promote traffic safety among senior drivers through means other than enforcement. | DPS | DPS Training Unit, Highway Patrol Division. | On Hold | None |

Goal 4: Increase the safety and well-being of older Arizonans.

Safety in our communities is important for ensuring both the health and financial well-being of older adults. With increasing numbers of older adults living in their homes and living alone, maintaining safe communities will need more attention and take new strategies.

Objective 4.1: Promote strategies to improve community safety for older adults.

| STRATEGIES | | Lead Agency | Key Partner | Start/End Dates | Progress/Accomplishments |
|------------|---|-------------|--|-----------------|--|
| a. | Involve citizens in traffic safety and crime prevention efforts by providing information. | DPS | DPS CORE Unit and the Highway Patrol Division through local districts. | Ongoing | Agency received and responded to 6 Community Outreach and Education (CORE) requests with 526 people attending. |

Objective 4.2: Strengthen efforts to prevent and respond to reports of elder mistreatment.

| STRATEGIES | | Lead Agency | Key Partner | Start/End Dates | Progress/Accomplishments |
|------------|---|-------------|-------------|-----------------|---|
| d. | Provide agency investigators with advanced technological training and specialized services and equipment to access, evaluate and monitor the Internet for potential fraudulent schemes, develop a public alert system, and exchange intelligence regarding cyber crime. | DPS | | Ongoing | AZ DPS Criminal Investigations Division continually investigates fraudulent schemes. Cyber Reports informing employees of current cyber threats and scams listed on the DPS Intranet on an ongoing basis. |

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

Objective 5.1: Provide support for families in their efforts to care for their loved ones at home and in the community.

| STRATEGIES | | Lead Agency | Key Partner | Start/End Dates | Progress/Accomplishments |
|------------|--|-------------|---------------------------------------|-----------------|---|
| e. | Offer flexible working conditions for employees with child and elder care issues, and better use of succession planning techniques such as mentoring, phased retirement, and employment flexibility. | DPS, DES | Law Enforcement Merit System Council. | Ongoing | Flexible work schedules are offered as an option as per General Order 2.3.90, Telecommuting and General Order 2.4.100, Non-Exempt Employee Time Accounting. |

Objective 5.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce.

| STRATEGIES | | Lead Agency | Key Partner | Start/End Dates | Progress/Accomplishments |
|------------|---|-------------|---|-----------------|---|
| e. | Develop a skills inventory and training programs for retirees and potential volunteers to serve as instructors, serve on advisory committees and in public information and data services roles. | DPS | DPS Community Outreach and Education (CORE) Unit. | Ongoing | Twenty-nine separate retiree and potential volunteer classifications and job descriptions are posted on internet. Documented savings through the use of retirees and volunteers was \$88,039 for October through December, 2012. 67 volunteers donated 3,866 hours. |

Objective 5.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce.

| STRATEGIES | | Lead Agency | Key Partner | Start/End Dates | Progress/Accomplishments |
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| f. | Agency representatives and the Merit System Council are reviewing the rules and identifying those that may be in need of modification in preparing for aging issues. | DPS | Law Enforcement Merit System Council (MCS) which sets provisions for employment and compensation. | Ongoing | Merit System Rules Advisory Committee meets on regular basis to review administrative rules for possible revision and update. AZ DPS is certified as a Mature Worker Friendly Employer. Part of the certification process includes documentation regarding agency efforts at rule revisions, skills retention, volunteers, and hiring accommodations. |
| g. | Implement temporary appointments, hourly employment, and flexible scheduling to fill gaps in specialized areas. | DPS | Law Enforcement Merit System Council (MSC) which sets provisions for employment and compensation. | Eliminated | None |
| h. | Offer flex hours, job sharing, reduced work weeks, telecommuting, programmed rotation, and temporary assignments of a shorter duration. | DPS | Law Enforcement Merit System Council (MSC) which sets provisions for employment and compensation. | Ongoing | Flexible work schedules are offered as an option as per General Order 2.3.90, Telecommuting; General Order 2.4.100, Non-Exempt Employee Time Accounting; General Order 2.5.120, Limited Duty; and General Order 2.5.100, Accommodations. |

Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

Objective 8.2: Improve administrative processes to streamline activities and increase coordination.

| STRATEGIES | | Lead Agency | Key Partner | Start/End Dates | Progress/Accomplishments |
|-------------------|--|--------------------|--------------------|------------------------|--|
| b. | Use the Strategic Planning Process to adjust for challenges such as recruitment, retention, training and service delivery brought on by an aging population. | DPS | | Ongoing | AZ DPS completed Strategic Plan through FY11-13 with executive, management, supervisor, and employee participation. Plan includes consideration of strategic issues from Aging 2020. The agency is currently working on FY12-14 plans. Agency staff monitored list servers for information on seniors in law enforcement and responded to inquiries from planners in other states. |

| <u>Key:</u> | <u>Participating State Agencies and Boards</u> |
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| ABOR | Arizona Board of Regents |
| ADHS | Arizona Department of Health Services |
| ADOA | Arizona Department of Administration |
| ADOH | Arizona Department of Housing |
| ADOT | Arizona Department of Transportation |
| AG | Arizona Attorney Generals Office |
| AHCCCS | Arizona Health Care Cost Containment System |
| AOT | Office of Tourism |
| DES | Department of Economic Security |
| DPS | Department of Public Safety |
| GACA | Governor's Advisory Council on Aging |
| GOA | Governor's Office on Aging |